

FIG 1.  
(Prior Art)

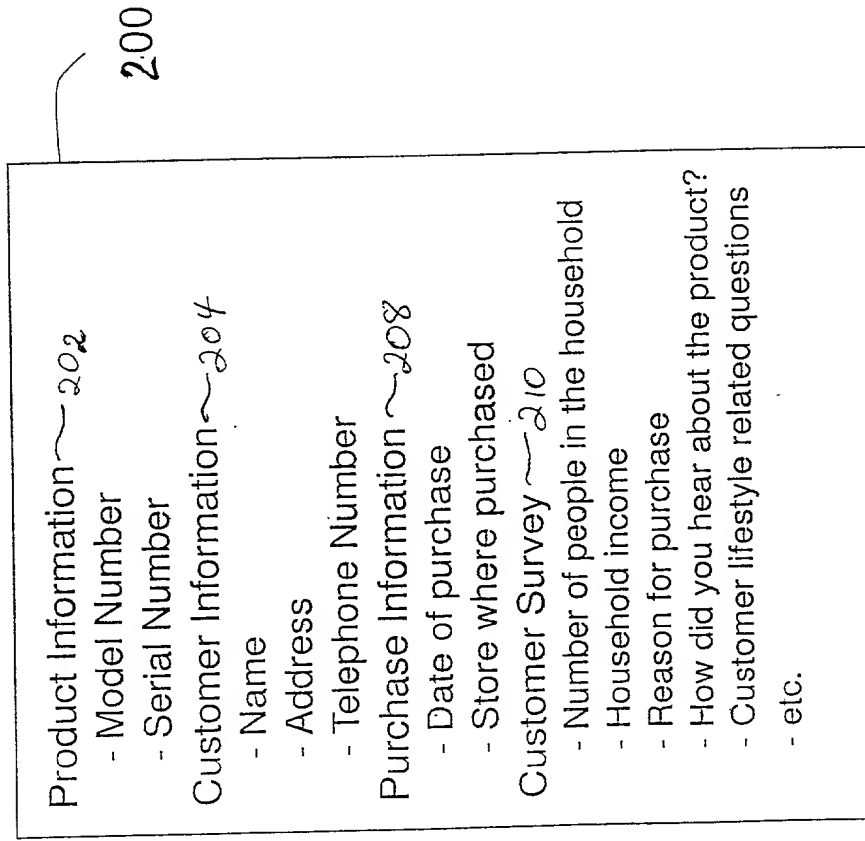


FIG2.  
(Prior Art).

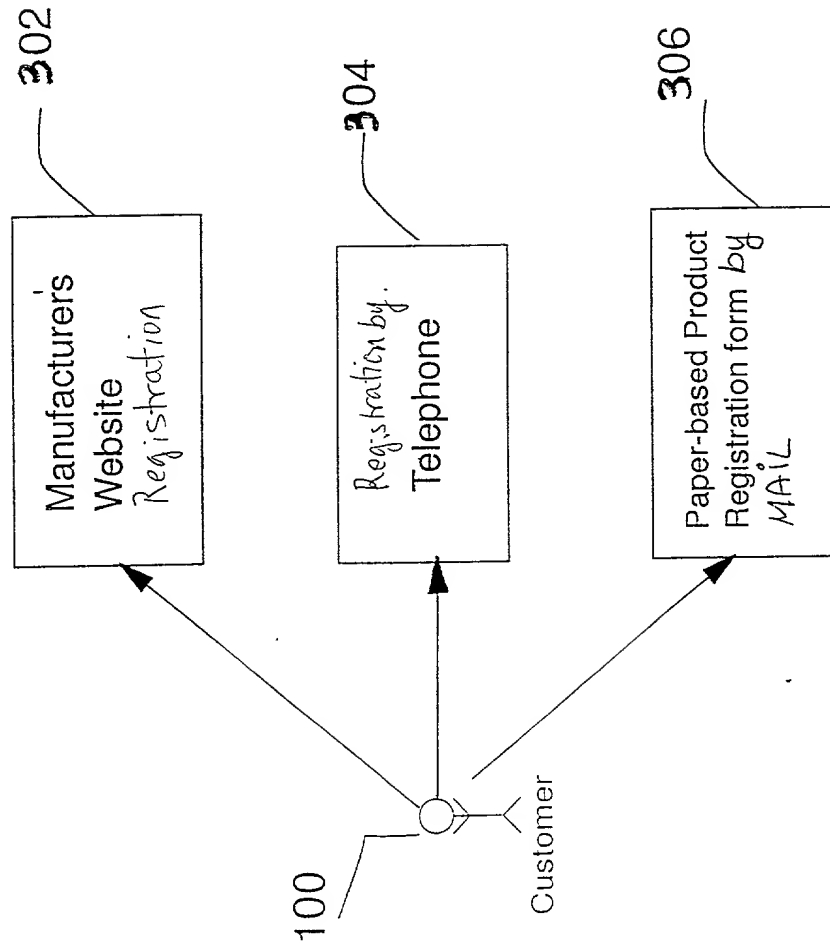


FIG. 3.  
(Prior Art)

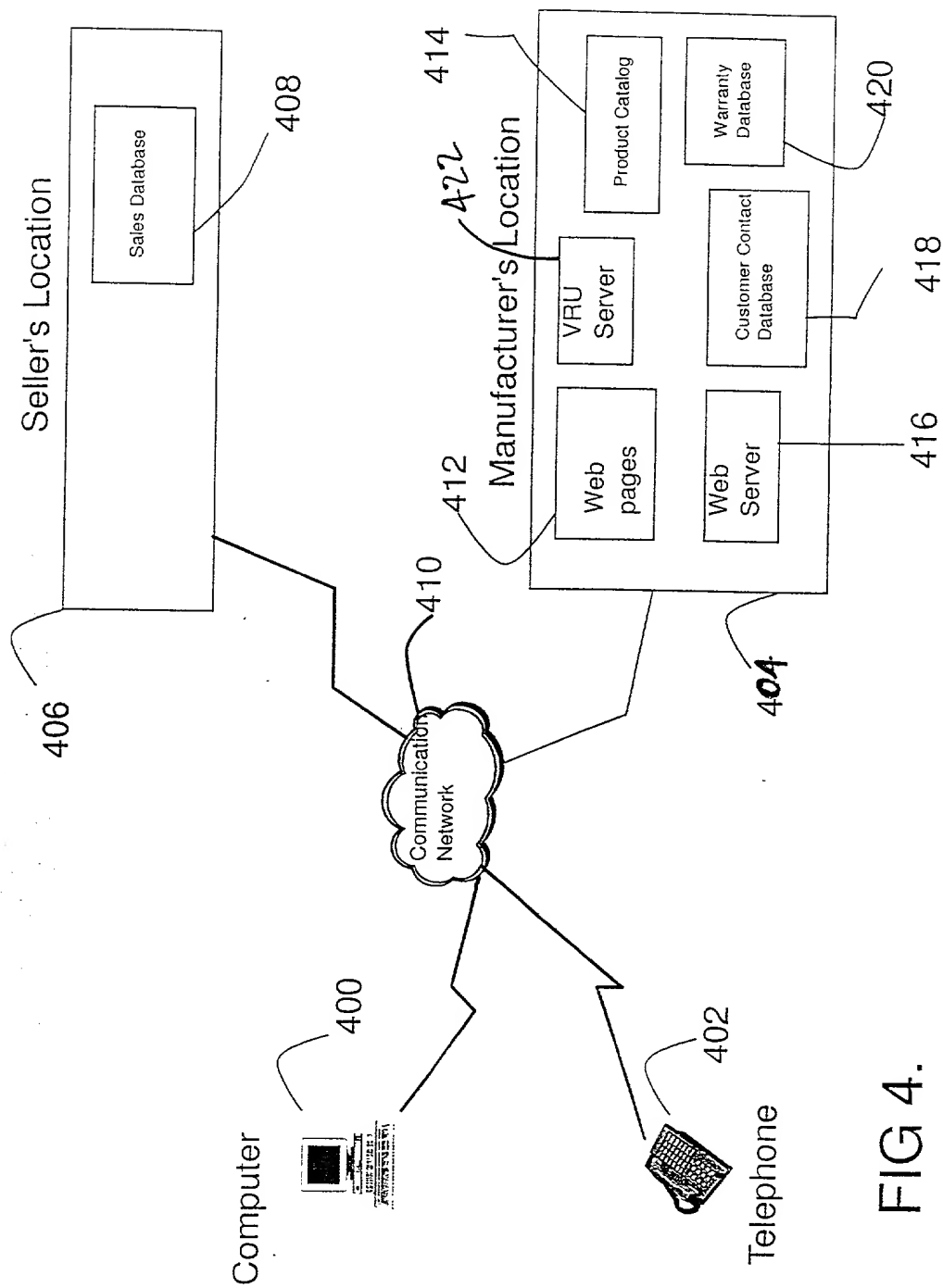


FIG 4.

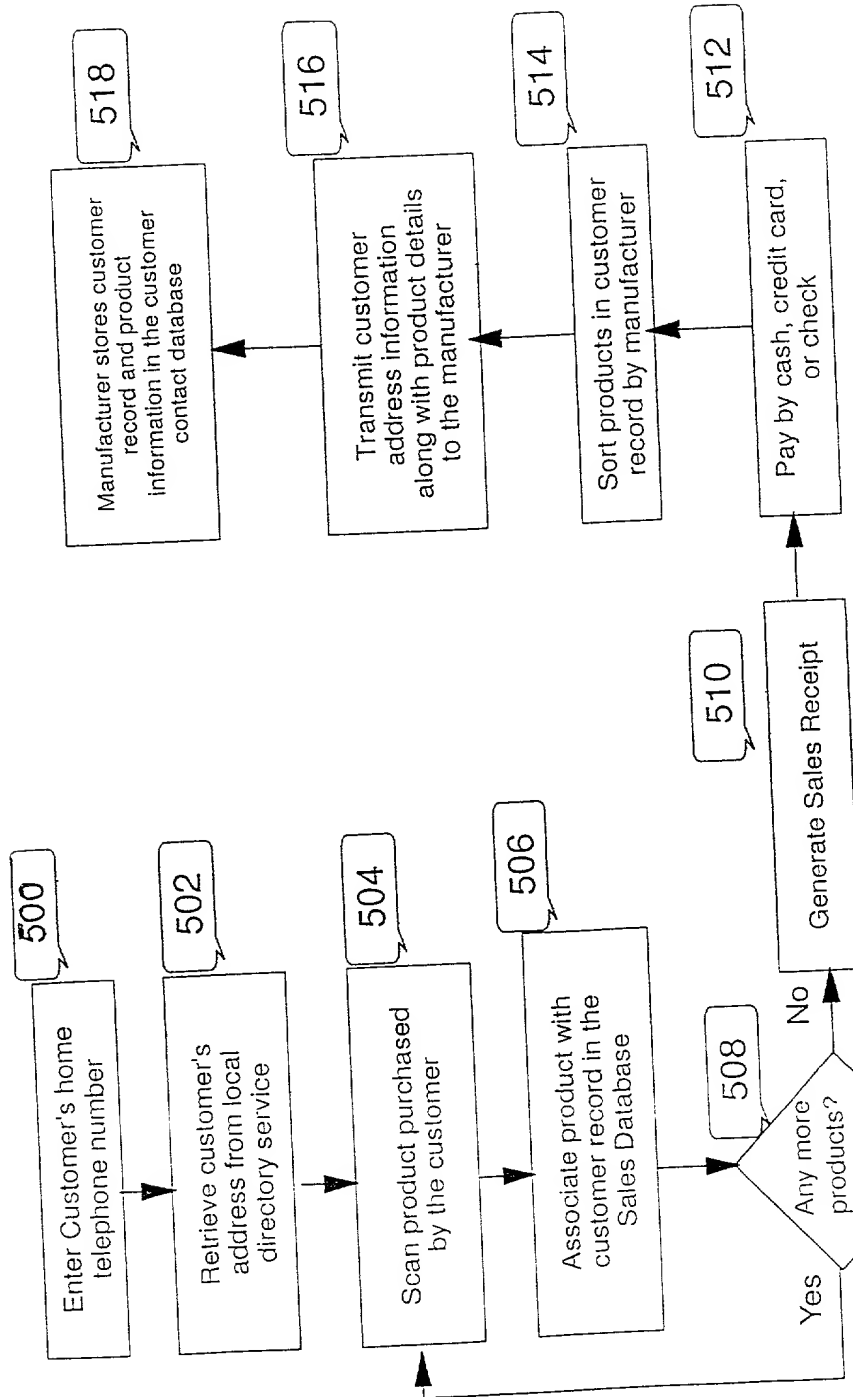


FIG 5.

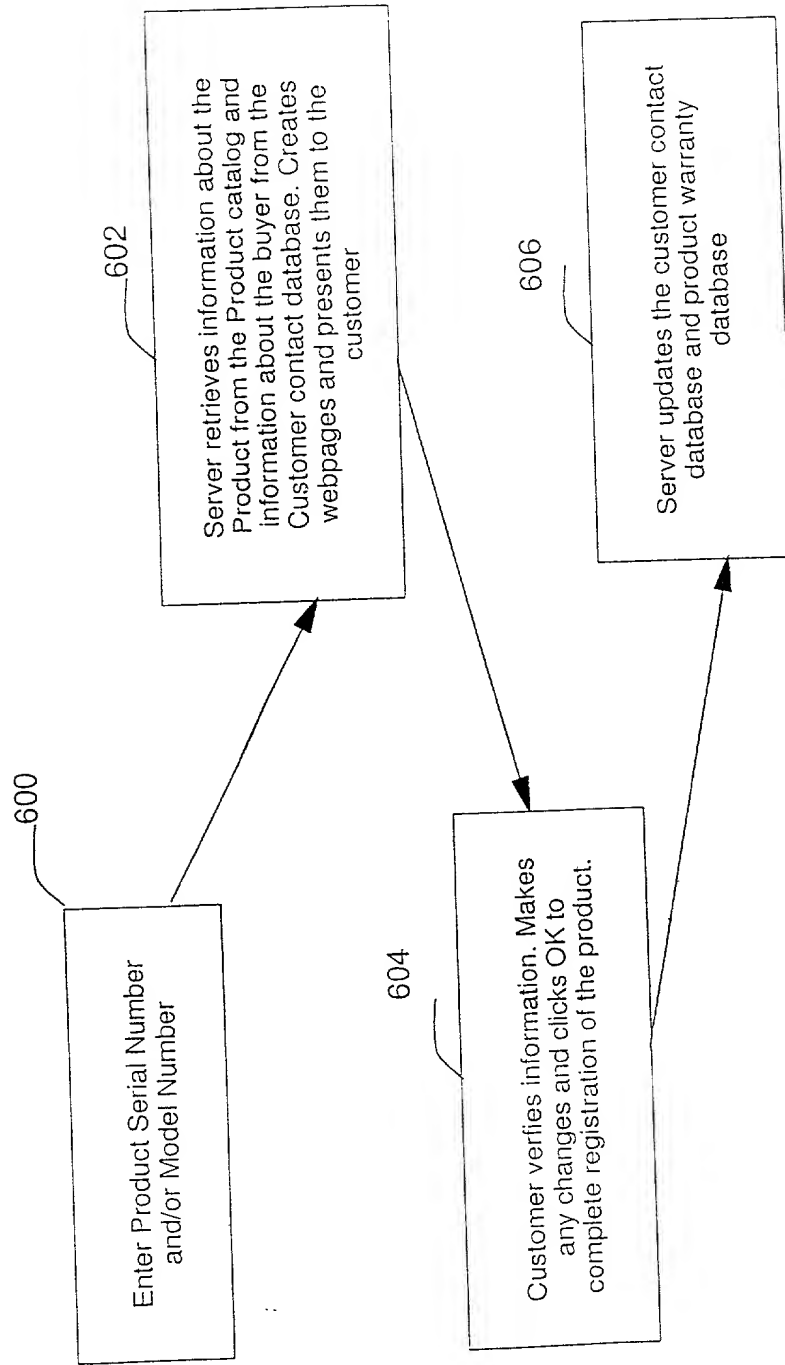


FIG 6.

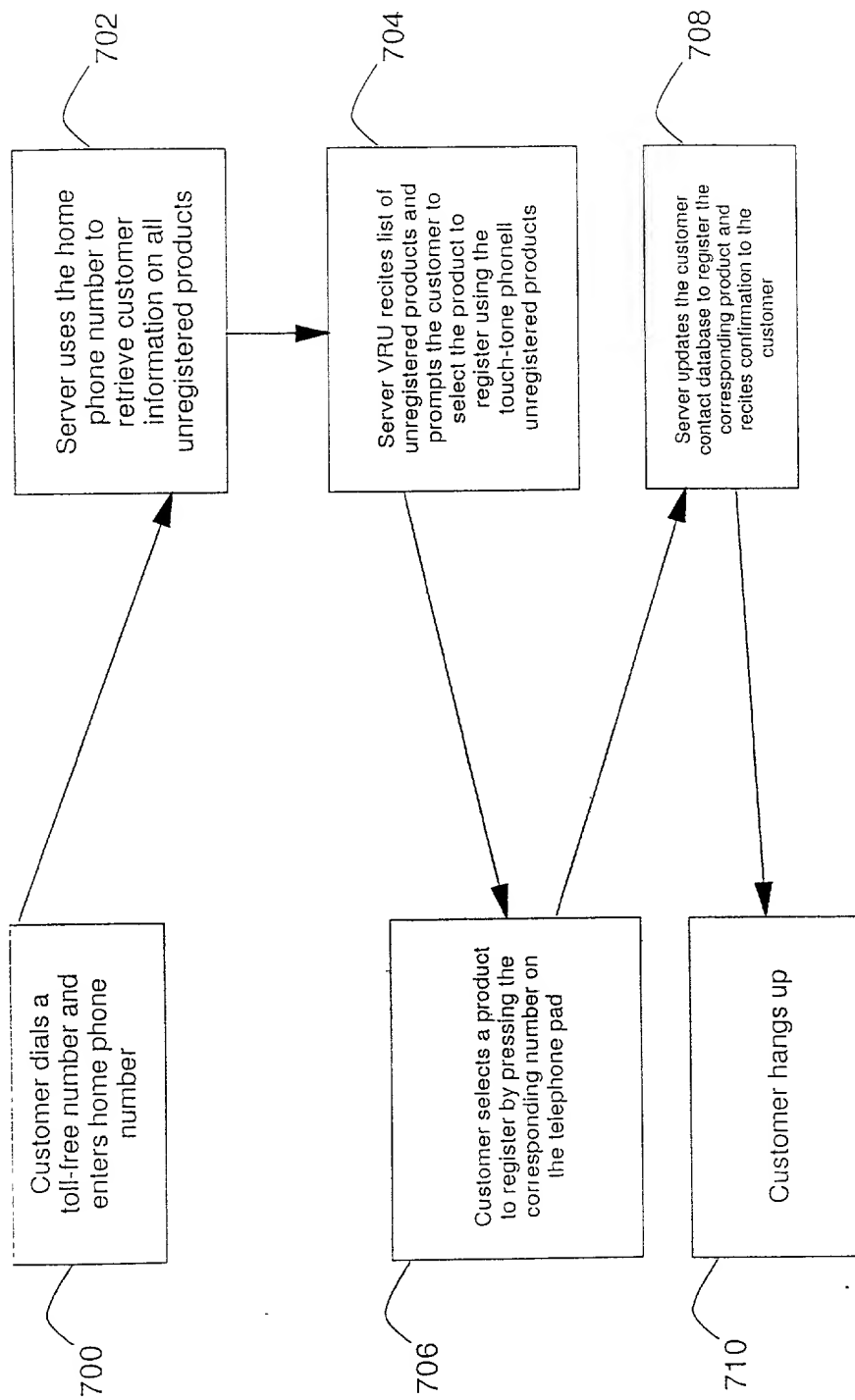


FIG 7.

802

Welcome to Acme Inc Web Site

Product Registration

Please enter product serial number

10X2091804

Please Enter product model number

805

OK806

Cancel808

FIG 8a. User Interface for the Customer Registration Web Page



### Acme Inc Web Site

#### Product Registration Information

Serial number	10X2091
Name	Wily Cayote
Address	1 Acme Road Forest Hills, XC 00000
Tel	(999)-555-4021

Please update the information. If the item was given as a gift to another person, please indicate by placing a check mark below.

GIFT ☒ 818

Register 820
Cancel 822

FIG 8b. User Interface for the Customer Registration Web Page

Acme Inc Web Site

Customer Survey Form (optional)

Purchase Information ~824

Date of purchase

Store where purchased

Demographic data ~826

Number of people in the household

Household income

Reason for purchase

How did you hear about the product

Any other comments

Submit ~834

Cancel ~836

828

832

822

FIG 8c.

**Product Catalog**

- Product Description
- Price
- Warranty Information

*Fig. 9 (a)*

**Warranty Database**

- Product Serial Number
- Customer Contact Information
- Type of Warranty
- Expiration date

*Fig. 9 (b)*

**Customer Contact Database**

- Product Information
  - Model Number
  - Serial Number
- Customer Information
  - Name
  - Address
  - Telephone Number
- Purchase Information
  - Date of purchase
  - Store where purchased
- Demographic data
  - Number of people in the household
  - Household income
  - Reason for purchase
  - How did you hear about the product?
  - Other comments

*Fig. 9 (c)*

FIG 9.